

FINANCE & ADMINISTRATION COMMITTEE MEETING
SUMMARY MINUTES
June 20, 2023
3:00 P.M.

ATTENDANCE 

Directors: Present – John Weed (Chair)
Absent – Paul Sethy

Staff: Ed Stevenson, Jonathan Wunderlich, Sydney Oam, Roseann Marquez, Katrina Bates, Jacqueline Simon

This meeting was conducted in person at the District’s Headquarters and virtually by Zoom Webinar and Teleconference, and members of the public were invited to participate. Materials presented to the Committee were posted in advance of the meeting at www.acwd.org.

DISCUSSION TOPICS

1. Customer Service Programs Update: Jacqueline Simon, Customer Service Supervisor, provided an update on the use of the property tax roll for collections of unpaid balances that are over sixty days past due on single family owner occupied residential accounts. In order to implement the collection on the property tax roll, the Alameda County Assessor’s Office requires an executed agreement between the County and the District, annual Proposition 218 agreement, legend number, and administrative assignment. The District’s process included notifying customers, identifying eligible accounts, evaluating the Customer Information System, and setting the timeline for implementation. As of June 1, 2023, the District mailed 337 courtesy notices to eligible accounts. Staff will look into the option of also generating email notifications. The next steps in the process include the review of pending accounts, mailing a letter of intent in July, mail formal notice of balances being transferred to the tax roll on August 1, 2023, and prepare the final report of delinquent accounts and transfer them to the County. Ms. Simon responded to questions from the Committee.

Katrina Bates, Customer Service & Systems Manager, provided an update on past due balances, electronic billing and automatic payments, and My Smart Water Connect Customer Portal activity. Prior to the COVID-19 pandemic, the average past due balances were about \$300,000; as of June 1, 2023, the past due balances are down to \$644,000 (down from about triple this amount at the highest point during the pandemic). As of June 1, 2023, there are 2,321 accounts past due; 59,279 accounts registered online; 49,953 automatic payment sign ups; and 38,357 e-billing sign ups. Through My Smart Water Connect, there were 11,282 chat requests, which is a monthly average of 1,612 chats. As of June 1, 2023, the District sent out 3,558 leak alerts. Ms. Bates responded to questions from the Committee.

2. Income Statement: Roseann Marquez, Accounting Supervisor, reviewed the FY 2022/23 income statement through May 2023. Water sales increased by \$2,856,000 compared to the prior fiscal year, primarily due to the rate increase and implementation of stage rates. Facilities connection charges increased by \$3,429,000 due to an increase in construction activity and large payments from developers compared to the prior year. Water purchases were higher by

\$5,808,000 largely due to the increase in San Francisco water purchase costs and timing of payments. Overall, the District's net position increased by \$32,673,000 for the fiscal year through May 2023. Ms. Marquez responded to questions from the Committee.

3. Budget Report: Sydney Oam, Financial Analysis Supervisor, reviewed the FY 2022/23 monthly budget report and reserve funds through May 2023. The budget report reflected that the District collected 94.6% of budgeted revenue and spent 81.4% of budgeted expenses through May 2023. Water revenues, including drought stage rate water revenue, total \$113,577,000 or 90.8% of budget. Facilities connection charge revenues, totaling \$10,141,000 or 618% of budget, are tracking significantly higher than budget due to the timing of active development projects being ready to install water meters. The District's reserves continue to comply with the established targets and are clearly identified for specific purposes per Board policy and direction. Mr. Oam responded to questions from the Committee.
4. Public Comments: There were no public comments.

RECOMMENDATIONS

Topics discussed by the Committee were informational only, and no recommendations are being made.